IDC 6145-900

Performance Technology

Course Syllabus 1.0

Spring Semester 2014

INSTRUCTOR

Keith B. Hopper, Ph.D., R.S.G.[1]   Office Hours (J-349[2]):
Humanities and Technical Communication   Th   8:00 AM to 1:00 PM
Southern Polytechnic State University   (also online chat, phone by appointment,
1100 Marietta Parkway   or mental telepathy)
Marietta, GA 30060

COMMUNICATIONS

E-Mail: khopper@spsu.edu
Home Phone: 770.632.7831 (please—no calls after 10:00 PM)
Office Phone: 678.915.7480

COURSE LOCATION AND TIME

Desire2Learn (D2L), teleconferencing, course listserv.

This is a totally online course with no scheduled face-to-face meetings. Some online meetings are **asynchronous** (any time) and some are **synchronous** (refer to course schedule and instructor communications).

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[1] Really swell guy
[2] Instructor's office has changed. I'm in the witness protection program.

INTRODUCTION

This course syllabus provides a general outline or plan for the course. Deviations may be necessary and will be provided in writing in advance. It is my desire to create a course which best meets your personal and professional goals as these relate to your current competencies in the general area of human performance technology (HPT).

This is the instructor's sixth course on HPT, and the course has been revised and refined based on feedback of previous students and by HPT professionals working in an industry that changes quickly. This is the fourth instance of deploying the course totally online. Your feedback is encouraged and valued. A discussion board for course feedback will be provided on the course D2L site.

As this is a graduate level course attended primarily by working professionals, we will be learning together. The instructor will provide a structure for the course and substantial amounts of lecture and reading content, but student discourse and collaborative work are essential in making the course a success. Your professional experience and what you learn as the course progresses are intended to be major portions of the course.

CATOLOG DESCRIPTION

This course introduces and applies the literature, tools, and techniques of human performance technology. The performance technologist analyzes and solves human productivity and efficiency problems in the workplace. Students will examine major models of performance improvement, and adapt and apply them to simulated corporate productivity challenges, and to real opportunities in their own work experience. This highly participatory course is a natural complement to graduate courses in instructional design and instructional technology

INSTRUCTOR'S DESCRIPTION

Within the larger field of human resources development, our major emphasis will be on improving performance at individual, group, and organizational levels. From this perspective, we will design, develop, and document systematic procedures to engineer improvements. This is an online course designed to prepare the student to systematically analyze problems in human performance. Emphasis is on the Mager and Pipe model of performance analysis, which will be directly applied to a performance issue selected by the student. The general intent of this course is that students develop a set of tools and techniques to bring to bear on his/her professional world. This is a hands-on[3], collaborative, and highly participatory course requiring students to conduct discourse, reflect, write, and complete projects and assignments to be shared with the class in our learning community.

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[3] No students were harmed in the redesign of this course. Yet.

COURSE OUTCOMES

This course addresses human performance technology as an established professional field, related to both technical communication and instructional systems design. There is latitude for the student to approach the course in a way that best suits his/her background and interests. General course outcomes for all students in the course include:

1. Experience the application of performance technology theory, tools, and techniques to a real or simulated workplace performance gap.
2. Describe the major elements in performance technology theory, and the structure of performance technology as a professional field of practice.
3. Identify the primary publications and professional resources in the field of performance technology.
4. Create performance improvement instruments for specific workplace needs.
5. Achieve enlightenment and enter the blissful state of nirvana[4].

COLLABORATION[5]

The field of HPT is by definition a collaborative setting; therefore, this course includes collaborative exercises and events as opportunities to develop collaborative skills, in addition to collaboration as a teaching strategy.

EMBEDDED[6] LIBRARIAN

This course has the luxury of an expert SPSU librarian participating in research and citation undertakings. You may take advantage of the rich resources this scholar provides and also receive direct feedback to tune up citations. In the process, you will learn much about applying the APA style.

TECHNICAL SUPPORT

Address technical support issues in the following order:

1. http://spsu.edu/D2L/student.htm
2. Review the technical pearls discussion thread on the course D2L site.
3. Post a request for help on the course listserv.
4. Sacrifice a chicken, reboot, spit, place tongue in left side of mouth…
5. Email instructor directly.

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[4] Kidding.
[5] Anyone declining to collaborate will be called a harsh name and required to work alone.
[6] No Travis. Good Grief.

TECHNICAL REQUIREMENTS

This is an Internet-conducted course. Course elements will be delivered entirely online. At a minimum, the student must have:

- Regular access to the World Wide Web, via either home computer connection or institutional equipment.
- Web-enabled computer with speakers and microphone.
- An SPSU email account—check regularly. You may choose to forward to another email address but the instructor will use only your SPSU email address.
- Regular access to a computer with processing speed, local storage, graphics capability, word processing software, and other hardware, software, and performance elements appropriate for graduate students using current Internet browsers.

TECHNICAL SKILLS

Successful participation in this course assumes that the student arrives with a basic set of computer-related technical skills, including but not limited to the following:

- Keyboarding and mousing[7]
- Connecting to the World Wide Web (WWW); using an Internet browser, including navigating, searching, bookmarking, downloading and uploading files.
- File management (opening, saving, sharing files such as word processing files and PDF files)
- Email application (receiving, reading, printing, composing, sending, managing email messages and attachments)
- Technical trouble-shooting[8]

These skills will not be addressed in this course, except incidentally, and the student must take responsibility for them. Southern Polytechnic University, various tutorials and technical resources on the WWW, and major bookstores are suggested as resources for self-directed learning. Fellow students are an excellent resource for help with technical matters.

INTERNET BROWSER

Instructor recommends Google Chrome but most current browsers will be fine.

ADOBE ACROBAT READER

Some course elements are provided in Adobe PDF (Portable Document Format) files, which require Adobe Acrobat Reader. This is a FREE plug-in available for download on the Internet.

☞ Note: Some Adobe Acrobat imitators produce PDF documents that are flawed and annoying. PDFs are not created equal.

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[7] Let's go mousing!
[8] It is almost always something simple and the solution is tenacity.

COURSE LISTSERV

This course provides a listserv for housekeeping purposes. Occasionally, course content messages may also be distributed via the listserv. A listserv is an email application that automatically distributes a single posted message to **all subscribers to the list**. There are two purposes for the course listserv:

1. To provide a professional listserv experience for all IDC 6140-900 students.
2. To serve as a course housekeeping communications medium. Listservs are simple, reliable technology requiring only an email capability.

Instructor will subscribe students to the course listserv.

To **post** a message to the IID 6145-S14-L listserv:

      Send the email message to: **IID-6145-S14-L@LISTSERV.UGA.EDU**

Further information about USG listservs may be found at:

http://listserv.uga.edu/

☞ Replying to a message from the course list sends your message to the instructor and every student on the list.

☞ Messages on the list are not spam. Posting to the list permits instructor to respond to a question once for everyone in the course.

The course listserv will be deactivated when the course ends. It is not necessary to unsubscribe.

TELECONFERENCING

At this writing the tool and its use are uncertain. We WILL use teleconferencing in the course for subject matter expert presentations and possibly student work.

ARTICULATE/FLASH

Some course sessions will be delivered using Articulate, a technology that renders high fidelity, narrated PowerPoint presentations as Flash files to be delivered over the Internet. These should be accessible using either Windows or Macintosh platforms, with most contemporary browsers. Be sure to install the latest Adobe Flash Player.

D2L

Click the GaView/D2L link from the SPSU home page.

In most cases students are automatically enrolled in D2L via the Banner system.

The D2L website is the focal point of this course. An essential first task is to visit the course website, browse, and become familiar with the tools and resources. It is important to visit the course website frequently, not less than several times each

week. Housekeeping messages as well as content are placed here and the student is responsible for keeping abreast. Not all D2L options will be used in this course. Particularly important are the following online elements:

- Syllabus — the latest iteration is available as a website page and as a downloadable, printable PDF file. The syllabus is likely to change as this course develops and incorporates student feedback. It is the student's responsibility to ensure that he/she has the current syllabus.
- Schedule — the latest iteration is available as a PDF file.
- Student grades — password-protected and private. Official grade book resides on a private Excel file on instructor's PC.
- Course resources — some specific for this course. Also general resources for online grad students in instructor's many stellar courses.
- Discussion boards — for asynchronous, threaded discussions on class management and content topics. This is an important part of the course and meaningful participation contributes to the final grade.
- Email link to instructor — <u>This course will **not** use D2L's email feature</u>.

ELECTRONIC RESERVES

Some documents required in this course are placed on electronic reserve, courtesy SPSU's Lawrence V. Johnson Library. To access an electronic reserve document:

1. Point your browser to http://gil.spsu.edu
2. Choose search course reserves
3. Under instructor field choose Hopper
   and under course field choose the course number
4. Choose the title location in "Electronic Reserves"
5. Click the blue highlighted e-item title
6. Enter the password: (obtained from Gil Request)
7. **These are PDF files, which you can download and print.**

POLICES

This is intended to be a highly interactive course that depends upon your active participation during every class session, traditional or online. This is also a course that is structured to maximize learning from your peers as well as from your instructor. If you miss a live class session or do not participate in an online one, or arrive late, you are not available to learn from nor contribute to others in this class. As a result, much of what is missed cannot be "made up".

<u>Students with Disabilities</u> who believe that they may need accommodations in this class should contact the counselor working with disabilities at 678.915.7391 right away to ensure that they get the help they need quickly.

PLAGIARISM

Plagiarism is the act of representing someone else's work as your own, either intentionally or unintentionally. In this course, plagiarism will result in a zero for the assignment and, possibly, a failing grade in the course. Be aware that current Internet search engines can identify almost any previously used document.

CORPORAL PUNISHMENT

A student who misses the presentation of a guest speaker will be drawn and quartered[9]. However, if SPSU's legal department objects to this consequence, an equivalent, less violent substitute will be devised.

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[9] Google it